

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Applicants: Timothy W. Giraldin, et al.

Title: QUEUE MANAGEMENT SYSTEM  
AND METHOD

Appl. No.: 10/717,052

Filing Date: November 18, 2003

Examiner: Bangachon, William L.

Art Unit: 2612

Confirmation No.: 7452

**REPLY AND AMENDMENT**

Mail Stop AMENDMENT  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

In response to the Office Action of February 20, 2007, please amend the above-identified application as follows:

**Amendments to the Specification** begin on page 2 of this paper.

**Amendments to the Claims** begin on page 4 of this paper.

**Remarks/Arguments** begin on page 12 of this paper.